

## **MEDIA RELEASE**

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### **The National Credit Regulator warns against false information on the National Credit Amendment Act relating to “Debt Intervention”**

The National Credit Regulator (NCR) strongly condemns scams, which are mainly via online platforms and are aimed at deceiving consumers about debt intervention, which is a measure intended to assist debt stressed consumers, says Anne-Carien Du Plooy, Manager: Debt Intervention at the NCR.

Although, the National Credit Amendment Act (the Act) was signed into law, it is not yet in operation and await an implementation date to be promulgated. This simply means that it is currently not in effect, stressed Du Plooy.

The NCR has discovered several online scams, such as “ask.auntykaryn.co.za” which direct consumers to apply to certain companies in order to qualify for their debts to be written off under debt intervention. This is incorrect and misleading!

It has to be emphasized that consumers will only be assisted for debt intervention once the Act has been promulgated by the President. Consumers should beware these scams and avoid falling victims to them, she says.

Du Plooy provides the following insight about “Debt Intervention”:

- Consumers should not fall prey or victims to scams where companies and individuals direct them to pay for services with the promise that their debts will be written off. Consumers are encouraged to verify such information with the NCR on 0860 627 627 before any payments are made or agreements entered into.
- Consumers who are battling with the repayments on their debts can contact a registered debt counsellor directly for assistance.
- There is no basis for consumers to utilise agents to get to a debt counsellor and pay agent fees.
- All registered debt counsellors can be found on the NCR's website at [www.ncr.org.za](http://www.ncr.org.za) or consumers can contact the NCR on 0860 627 627 for assistance in this regard.
- Consumers are further cautioned to never give their personal details such as their ID numbers to strangers telephonically or online.
- A current scam that leads consumers to a website is <https://ask.auntykaren.co.za>. Consumers are cautioned not to visit this website, to be vigilant and avoid this scam.
- Remember if it sounds too good to be true, it usually is.

**Ends**

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### **About The National Credit Regulator**

The National Credit Regulator (NCR) was established in terms of the National Credit Act 34 of 2005 (the Act) and is responsible for the regulation of the South African credit industry. The NCR is mandated with the registration of Credit Providers, Credit Bureaus, Debt Counsellors, Payment Distribution Agents, and Alternative Dispute Resolution Agents; and monitoring their conduct in compliance with the National Credit Act as amended. The National Credit Regulator offers education and protection to consumers of credit in promotion of a South African credit market that is fair, transparent, accessible and dynamic.

**For more information contact:**

Media Office: [media@ncr.org.za](mailto:media@ncr.org.za)

Or

Winnie Rabathata

064 752 3923

E-mail: [wrabathata@ncr.org.za](mailto:wrabathata@ncr.org.za)

Website: [www.ncr.org.za](http://www.ncr.org.za)